

**NMCI Contract N00024-00-D-6000**  
**Awarded 6 October 2000**



**Attachment 2D**  
**Additional Service Level Agreements**

<b>ADDITIONAL SLA: WAN NETWORK CONNECTIVITY</b>		<b>ASLA: 324</b>
<b>Additional SLA Description:</b> Contractor provided service to connect geographically separated Navy and Marine Corps users/devices. It provides connection to external networks, to include: Non-Secure IP Router Network (NIPRNET), Secure IP Router Network (SIPRNET), FTS-2001, Defense Research Engineering Network (DREN), Defense Switched Network (DSN), Public Switched Telephone Network (PSTN), NMCI provided wide area transport services (commercial/DISA), and the Internet.		
<b>Applicable Delivery Points:</b> NMCI Infrastructure, Organizations, NMCI OP Center, Pier side SDP, Fleet Teleports, Non-DON organizations.		
<b>Additional SLA Performance Category: WAN Network Connectivity Percent Bandwidth Used</b>		<b>ASLAPC: 324.3</b>
<b>Additional SLA Performance Category Description:</b> Average utilization compared with available, useable capacity. The calculation will be under normal operations, times of surges will exceed these values. This information will be reported as an average, range and distribution, and granularity reflecting data for normal and peak network conditions.		
<b>Who:</b> Contractor and Third party	<b>Frequency:</b> Measured every 5 minutes, summarized hourly, reported monthly.	
<b>Where:</b> SDP to WAN POP	<b>How Measured:</b> Interface utilization statistics and Stress test.	
<b>ASLAPC Target</b>	<b>LOS (1)</b>	0.4
	<b>LOS (2)</b>	0.4
	<b>LOS (3)</b>	0.3

<b>ADDITIONAL SLA: BAN/LAN COMMUNICATIONS SERVICES</b>		<b>ASLA: 325</b>
<b>Additional SLA Description:</b> Contractor provided service to interconnect geographically co-located Navy and Marine Corps LANs and BAN attached devices. The BAN service must address the specific mission requirements of each site, with regard to security, functionality, classification, performance, interoperability, and network management. The LAN service must address the specific mission requirements of the user organization, with regard to security, functionality, classification, performance, interoperability, and network management.		
<b>Applicable Delivery Points:</b> For BANs, NMCI Infrastructure, Organizations, NMCI OP Center, Pier side SDP, Fleet Teleports, Non-DON organizations; For LANs, Data/Voice/Video Seats, Organization.		
<b>Additional SLA Performance Category: BAN/LAN Communication Services Percent Bandwidth Utilization on Shared Network Segments</b>		<b>ASLAPC: 325.3</b>
<b>Additional SLA Performance Category Description:</b> Average utilization during the peak hour of the network compared with available, useable capacity. The calculation will be under normal operations, at times of surges the utilization will exceed these values.		
<b>Who:</b> Contractor	<b>Frequency:</b> Monthly surge capacity check	
<b>Where:</b> Across BAN/LAN demarcation points	<b>How Measured:</b> Interface utilization statistics and Stress test.	
<b>ASLAPC Target</b>	<b>LOS (1)</b>	0.4
	<b>LOS (2)</b>	0.4
	<b>LOS (3)</b>	0.3

<b>ADDITIONAL SLA: NETWORK MANAGEMENT SERVICE – ASSET MANAGEMENT</b>		<b>ASLA: 328</b>
<b>Additional SLA Description:</b> Contractor will make available near real-time information feeds to support Government oversight, maintain accessible historical data, and provide summary management reports on the operations support functions of Asset Management. This service includes Automated Inventory Management of various types of NMCI assets such as -- seat in-service, installed application servers (excluding Government application servers measured under 332.2) etc., deployment and removal of new assets, and management reports detailing and summarizing status, trends and recommended action on these assets.		
<b>Applicable Delivery Points:</b> NMCI Infrastructure, Organization, NMCI OP Center, and Fleet Tele-ports.		
<b>Additional SLA Performance Category: Time to Implement Asset</b>		<b>ASLAPC: 328.1</b>
<b>Additional SLA Performance Category Description:</b> Time to install an asset required to deliver a newly ordered service following agreement to install. This measure addresses the delivery and installation of the asset as reflected by data provided in the format and media prescribed by the Government. Clock starts at final scheduled implementation date as agreed to by Contractor and Local Commander/CTR per the Task Order.		
This ASLAPC will become active 1 JAN 2005.		
<b>Who:</b> Contractor	<b>Frequency:</b> Reported monthly by site. If no new services are delivered during the reporting period, reported value will be "N/A".	
<b>Where:</b> Sites.	<b>How Measured:</b> Service request and completion dates.	
<b>ASLAPC Target</b>	<b>LOS (1)</b>	< = 5 days, 92% of time
	<b>LOS (2)</b>	< = 5 days, 92% of time
	<b>LOS (3)</b>	< = 5 days, 92% of time

<b>ADDITIONAL SLA: OPERATIONAL SUPPORT SERVICES</b>		<b>ASLA: 329</b>
<b>Additional SLA Description:</b> Contractor provided indirect services that include, but are not limited to, Data Backups and Recovery, Data Archiving, Routine Database Audits and Maintenance, Log Retrieval and Audits, Purging of Records, Network Address Administration, and Domain Name Server (internal). Contractor will: make information reports, to support Government oversight, available on recurring basis to appropriate Government entities, maintain accessible historical data, and provide summary management reports that detail the OSS functions.		
<b>Applicable Delivery Points:</b> Infrastructure.		
<b>Additional SLA Performance Category: Disaster Recovery Plan Effectiveness</b>		<b>ASLAPC: 329.4</b>
<b>Additional SLA Performance Category Description:</b> The Contractor will submit for Government review an annual Disaster Recovery Plan for NMCI. The plan, at a minimum, will demonstrate the Contractor's ability to recover a critical application at a remote site. Down time will not exceed 16 hours for basic and high end, and 8 hours for mission critical. Metric is percent compliance for submission of the Recovery Plan.		
<b>Who:</b> Contractor	<b>Frequency:</b> Annually	
<b>Where:</b> Operations Center	<b>How Measured:</b> Contractor demonstration to Government.	
<b>ASLAPC Target</b>	<b>LOS (1) Enterprise</b>	100%

<b>ADDITIONAL SLA: APPLICATION SERVER CONNECTIVITY</b>		<b>ASLA: 332</b>
<b>Additional SLA Description:</b> Contractor provided optional service where Navy and Marine Corps organizational/operational/functional application servers are provided connectivity to the NMCI. Includes connectivity and bandwidth required to support mission requirements. (Must meet peak network loading requirements of users and replication. Does not include server and database maintenance and administration, i.e. hosting.).		
<b>Applicable Delivery Points:</b> Government Application Servers.		
<b>Additional SLA Performance Category: Application Server Connectivity Implementation Time</b>		<b>ASLAPC: 332.2</b>
<b>Additional SLA Performance Category Description:</b> Implementation time is measured as time between user request and the implementation of connectivity between network backbone and Application Server. The indicated implementation times apply where circuits (media and components) have been physically installed; where circuits do not exist, these category metrics are not applicable and implementation times are negotiated as part of the separately priced effort to obtain external network service.		
<b>Who:</b> Contractor	<b>Frequency:</b> Measured on a per event basis and summarized & reported monthly.	
<b>Where:</b> Specified network backbone and Applications Servers	<b>How Measured:</b> As time between user request and the implementation of connectivity, from customer service completion records.	
<b>ASLAPC Target</b>	<b>LOS (1) Standard</b>	< 5 working days
	<b>LOS (3) Mission Critical</b>	< 24 hours
<b>Additional SLA Performance Category: Application Server Connectivity Network loading</b>		<b>ASLAPC: 332.4</b>
<b>Additional SLA Performance Category Description:</b> Measures average network loading as a percentage of the available bandwidth from the server to the local supporting backbone.		
<b>Who:</b> Contractor	<b>Frequency:</b> Monitored continuously, summarized hourly, and reported monthly.	
<b>Where:</b> At network segment.	<b>How Measured:</b> Network management software.	
<b>ASLAPC Target</b>	<b>LOS (1) Standard</b>	0.40
	<b>LOS (3) Mission Critical</b>	0.30

<b>ADDITIONAL SLA: NMCI SECURITY OPERATIONAL SERVICES - GENERAL</b>		<b>ASLA: 333</b>
<b>Additional SLA Description:</b> Protection of the Information Systems (Infrastructure), Domains (Communities of interest), and Content (at rest, in-use and in-transit) to assure confidentiality, integrity, availability, authenticity, and non-repudiation. Provision of Security mechanisms, Procedures, controls and operation. Compliance with DoD certification and accreditation policies and procedures.		
<b>Applicable Delivery Points:</b> All NMCI Voice, Video, and Data Service Delivery Points		
<b>Additional SLA Performance Category: Accreditation</b>		<b>ASLAPC: 333.1</b>
<b>Additional SLA Performance Category Description:</b> DITSCAP 5000.40 establishes accreditation requirements. Percentage of accreditation's that are successful on the first attempt. Attempts for accreditation will be ongoing throughout the year. This measure will be examined semi-annually. This will include both sites and new or modified capabilities. Accreditation received through interim authority to operate (IATO) is counted as a successful accreditation. Accreditations measured are the number of successfully accredited packages, not the number of packages submitted for accreditation. The target for accreditations attempted for the third time will be 100%. C&A deliverables to consist of: -System Security Authorization Agreement (SSAA) - Risk Assessments -Vulnerability Assessments -Risk Mitigation Plans -See Paragraph 4.10 and Attachment 4, Paragraph 1.1.2.2. 'Accreditation' is defined as both the initial submission by Contractor to PMW 161 and then the subsequent submission by PMW 161 to the DAA for final approval.		
<b>Who:</b> Contractor & Government Green Team	<b>Frequency:</b> Measured periodically, reported Semi-annually (1 Oct-1 Apr.)	
<b>Where:</b> DON-wide	<b>How Measured:</b> Total number of successful accreditation's on first attempt divided by total number of adjudicated packages	
<b>ASLAPC Target</b>	<b>LOS (1)</b>	0.90
	<b>LOS (2)</b>	0.90
	<b>LOS (3)</b>	0.90

<b>ADDITIONAL SLA: INFORMATION ASSURANCE OPERATIONAL SERVICE - PKI</b>		<b>ASLA: 334</b>
<b>Additional SLA Description:</b> Protection of the Information Systems (Infrastructure), Domains (Communities of interest), and Content (at rest, in-use and in-transit) to assure confidentiality, integrity, availability, authenticity, and non-repudiation.		
<b>Applicable Delivery Points:</b> Fixed and Portable (Basic, High End, Mission Critical) Workstation, Embarkable Workstation, Embarkable Portable (Government and Contractor provided), Hybrid Seat.		
<b>Additional SLA Performance Category: PKI Certificate Revocation</b>		<b>ASLAPC: 334.1</b>
<b>Additional SLA Performance Category Description:</b> Timeliness of revoking a certificate when required.		
<b>Who:</b> Contractor	<b>Frequency:</b> Annually	
<b>Where:</b> DON-Wide	<b>How Measured:</b> For certificates: Elapsed time from notification of the Local Registration Authority [LRA] (NMCI Contractor) that a user certificate needs to be revoked, to the notification of the Registration Authority [RA] (Government). The stipulated targets are for unclassified/classified.	
<b>ASLAPC Target</b>	<b>LOS (1)</b>	1 hour / 30 minutes
	<b>LOS (2)</b>	1 hour / 30 minutes
	<b>LOS (3)</b>	1 hour / 30 minutes
<b>Additional SLA Performance Category: Ability of one NMCI user to obtain the DOD Public Key Infrastructure X.509 certificate of another NMCI user.</b>		<b>ASLAPC: 334.2</b>
<b>Additional SLA Performance Category Description:</b> Time required for users to successfully obtain the X.509 certificates from the NMCI Global Address List. The percentage applied is the rate at which users successfully obtain the certificate within the specified time period.		
<b>Who:</b> Contractor and Government	<b>Frequency:</b> Measured periodically, reported monthly	
<b>Where:</b> DON-Wide	<b>How Measured:</b> The time it takes for users to successfully obtain X.509 certificates when attempted. The stipulated target times (and percentages) to obtain certificates are for unclassified/classified.	
<b>ASLAPC Target</b>	<b>LOS (1)</b>	2 min, 99.7% / 1 min, 99.9%
	<b>LOS (2)</b>	2 min, 99.7% / 1 min, 99.9%
	<b>LOS (3)</b>	2 min, 99.7% / 1 min, 99.9%
<b>Additional SLA Performance Category: User registration for DOD Public Key Infrastructure within NMCI</b>		<b>ASLAPC: 334.3</b>
<b>Additional SLA Performance Category Description:</b> Measures the time from the submission of a request for establishing a DOD PKI X.509 certificate.		



<b>Who:</b> Contractor and Government	<b>Frequency:</b> Measured periodically, reported monthly	
<b>Where:</b> DON-Wide	<b>How Measured:</b> The time it takes from LRA notification to submission of a user request for a DOD PKI X.509 certificate. The calculation is the number achieved divided by the number requested within a specified time. The stipulated target time (and percentage) to obtain certificates is for unclassified/classified.	
<b>ASLAPC Target</b>	<b>LOS (1)</b>	85% (1 wk), 100% (2 wk) / 85% (1 wk), 100% (2 wk)
	<b>LOS (2)</b>	85% (1 wk), 100% (2 wk) / 85% (1 wk), 100% (2 wk)
	<b>LOS (3)</b>	90% (3 days), 100% (1 wk) / 90% (3 days), 100% (1 wk)

<b>ADDITIONAL SLA: INFORMATION ASSURANCE PLANNING SERVICES</b>		<b>ASLA: 336</b>	
<b>Additional SLA Description:</b> These security strategic services shall provide for the NMCI to enhance the confidentiality, integrity, availability, authenticity, and non-repudiation requirements. The Contractor shall support the use of appropriate mechanisms including, but not limited to, encryption, access control, user identification and authentication, malicious content detection, audit, and physical and environmental control.			
<b>Applicable Delivery Points:</b> All NMCI Voice, Video, and Data Service Delivery Points.			
<b>Additional SLA Performance Category: Security Product Refresh</b>		<b>ASLAPC: 336.3</b>	
<b>Additional SLA Performance Category Description:</b> Time required to distribute new/revised security hardware and software after ECCB approval. Note: These product updates shall have completed security testing and integration prior to implementation. Note: This ASLAPC is not applicable for real time security fixes that are mandated to be completed in shorter time frames (i.e., IAVA, INFOCON, etc...).			
<b>Who:</b> Contractor and Government		<b>Frequency:</b> Measured periodically, reported semi-annually (1 Oct. – 1 Apr.)	
<b>Where:</b> End user and Operations center		<b>How Measured:</b> Percentage of implementations completed within the ECCB approved timeframes.	
<b>ASLAPC Target</b>		<b>Unclassified</b>	<b>Classified</b>
	<b>LOS (1)</b>	0.9	0.95
	<b>LOS (2)</b>	0.9	0.95
	<b>LOS (3)</b>	0.95	1.0

<b>ADDITIONAL SLA: TECHNOLOGY REFRESH</b>		<b>ASLA: 336C</b>
<b>Additional SLA Description:</b> Technology Refreshment includes the periodic replacement of NMCI data seats with more capable machines. Refresh of servers, telephone, telephone switches, network switches, network routers, and other hardware and infrastructure is accomplished as required to meet appropriate AO metrics.		
<b>Applicable Delivery Points:</b> Fixed Workstations seats, Portable Seats, the Embarkable Workstation (Contractor Provided), and Embarkable Portable Seat (Contractor Provided).		
<b>Additional SLA Performance Category: Refreshment Timeliness</b>		<b>ASLAPC: 336C.2</b>
<b>Additional SLA Performance Category Description:</b> Refreshment timeliness is the percentage of refreshments that are completed within or before the quarter scheduled.  This ASLAPC will become active 1 JAN 2005.		
<b>Who:</b> Contractor	<b>Frequency:</b> Reported Quarterly	
<b>Where:</b> NMCI wide.	<b>How Measured:</b> Divide the number of technology refreshments that are completed within or before the quarter scheduled by the total number of technology refreshments scheduled.	
<b>ASLAPC Target</b>	<b>LOS (1)</b>	0.85
	<b>LOS (2)</b>	0.95
	<b>LOS (3)</b>	0.95